MonetaWeb back office portal Manual

DOCUMENT FOR CUSTOMER USE

December, 2015

INDEX

1. Introduction 5
2. Portal access 6
3. Search page 7
3.1. Simple search criteria 7
3.1.1. Search by transaction type 7
3.1.2. Search by transaction reference 7
3.1.3. Search by date 7
3.1.4. Search by amount 8
3.1.5. Search by card 8
3.1.6. Search by security level (3D Secure) 8
3.1.7. Search by terminal 8
3.2. Table of simple search results 9
3.2.1. Fields of the table of results for simple search 9
3.2.2. Transaction detail 11
3.3. Advanced search criteria 13
3.3.1. Search by bin or card number 13
3.3.2. Search by authorisation code 13
3.3.3. Search by RRN 13
3.3.4. Description 13
3.3.5. Custom fields 13
3.4. Table of advanced search results 13
3.4.1. Options in the table of results 14
3.4.2. Data export 14
3.4.3. Paging 14
3.4.4. Sorting 14

4. Conforming the authorisation 15
4.1. Confirmation outcome 15
4.2. Cancelling a confirmation 16
4.2.1. Use case: incorrect confirmation 16
4.2.2. Use case: incorrect confirmation amount 16
5. Reversing the account entry 17
5.1. Reversal outcome 17
5.2. Reversal cancellation 18
5.2.1. Use case: transaction reversed incorrectly 18
5.2.2. Use case: reversal performed for an incorrect amount 18
6. Cancelling the authorisation 19
6.1. Use case: unprocessed order, payment made with prepaid card 19
6.2. Use case: unprocessed order, high amount 19
7. MyBank search page 20
7.1. Search criteria 20
7.1.1. Search by MyBank transaction status 21
7.1.2. Search by transaction reference 21
7.1.3. Search by MyBank Transaction ID 21
7.1.4. Search by Payer's Bank 21
7.1.5. Search by terminal 21
7.1.6. Search by date 21
7.1.7. Search by amount 21
7.2. Table of results 21
7.2.1. Fields in the table of results 22
7.3. Options in the table of results 22
7.3.1. Data export 23
7.3.2. Paging 23
7.3.3. Sorting 23
8. Entering transactions (Call Centre) 24
8.1. Entry fields 25

8.2. Outcome of transaction entry 25
8.2.1. Approved authorisation 26
8.2.2. Non approved transaction 26
9. Transaction reports 28
9.1. Report calculation form 28
9.2. Transaction reports 28
10. Password management 29
10.1. Choosing the password 29
10.2. Changing the password 30
10.3. Forgotten password? 31
11. ISO Response Codes 32
12. MonetaWeb error codes 34

1. Introduction

Moneta web back-office portal is a complete and functional instrument for post-sales magement of payments via Setefi virtual POS.

The Back-office Portal is present both for the TEST environment and for the PRODUCTION one and can be reached, respectively, at the following addresses:

- TEST: https://test.monetaonline.it/monetaweb/backoffice
- PRODUCTION: https://www.monetaonline.it/monetaweb/backoffice

The Back-Office Portal offers customers, in a simple and intuitive way, the visibility of transactions, as well as to authorize, confirm or cancel payments in total freedom.

The client, by accessing the Back Office, has supplied a number of additional features, if any were interested (subject to validation), we will see in detail later in this document, such as the ability to manually enter an authorization request, view the MyBank payments status, request a report given a terminal, change own password if one so wished, and so on ...

In addition, one has the option to have the most updated version of the technical documentation for integration with our services, and to download the examples in various languages that guide the implementation of calls to our services.

2. Portal access

To access the portal you only need to type you merchant code, user code and password.

3. Search page

Searches may be performed on a simple form on a 12-month transaction history. The search page may also be accessed via the menu "TRANSACTIONS".

3.1. Simple search criteria

To carry out a simple search of virtual pos transactions, complete the fields for which you want to apply a filter and press "Find".

3.1.1. Search by transaction type

Choose one of the options proposed in the drop-down menu "Transactions":

- Approved: it displays all the authorisation requests made by the virtual pos with positive outcome
- Not approved: it only displays any rejected authorisation requests
- Cancelled: it only displays cancelled authorisations
- To be confirmed: it displays the authorisations for which you can request posting and allows you to provide confirmation
- Captured: it displays the posting requests made (or confirmations)
- Reversible: it displays the confirmations made (posting requests) and allows you to perform the reversal
- Reversed: it displays the reversals performed

3.1.2. Search by transaction reference

This allows you to display the history of the transaction whose reference is the string entered in the search field.

3.1.3. Search by date

This allows you to display the list of transactions contained in the time range between "Start date" and "End date".

3.1.4. Search by amount

This allows you to display the list of transactions whose amount is between "Minimum amount" and "Maximum amount".

3.1.5. Search by card

This allows you to display the list of transactions falling within the selected Circuit, among those enables for the virtual pos.

3.1.6. Search by security level (3D Secure)

This allows you to display the list of transactions recorded with the following security levels:

- Secure (S): secure transaction and authenticated holder
- Half Secure (H): secure transaction and cardholder may not be authenticated
- Not Secure (N): not secure transaction

3.1.7. Search by terminal

This allows you to display the link of transaction performed by the selected terminal.

3.2. Table of simple search results

Below is an example of the table of results for a simple search:

Riferimento Operazione	Terminale	Data/Ora	Tipo Carta	Numero Carta	Valuta	Importo	Importo Disponibile	Esito Transazione	3D Secure
p4QGPAnlXZaCC	99999985	24/02/2012 18:34:30	VISA	434994******6902	EUR	0,10	0,00	CONFERMATA	N
2011IVR4189718	99999985	24/02/2012 18:30:57	VISA	416028******9823	EUR	0,10	0,00	CONFERMATA	N
2011IVR4189718	99999985	24/02/2012 18:30:57	VISA	416028******9823	EUR	5,74	0,00	CONFERMATA	N

3.2.1. Fields of the table of results for simple search

The following is a brief description of the fields contained in the table of the results for simple search:

- Reference operation: it is the order ID. Click on the transaction reference to access the transaction detail
- Terminal: terminal that performed the authorisation request
- Date/time: date/time of the transaction
- Card type: Circuit including the card used for the payment
- Card number: Number of the credit card that performed the transaction; only the first 6 and the last 4 numbers are shown as clear-text
- Currency: Currency in which the transaction was performed
- Amount: amount of the transaction in the currency used
- Amount available: it is the amount available for the accounting confirmation. Valid only for the authorisation requests that received positive outcome.
- Transaction outcome: the field may contain one of the following values:
    - APPROVED: the authorisation request was successful
    - NOT APPROVED: the authorisation request was not successful (e.g. "insufficient funds", "expired card", etc.)
    - CAPTURED: the system accepted the posting request
    - REVERSED: the system accepted the reversal request
    - CANCELED: the authorisation was cancelled by contacting the card issuer online
    - NOT AUTHENTICATED: the transaction of the authorisation request was not completed because the user failed the 3D Secure authentication.

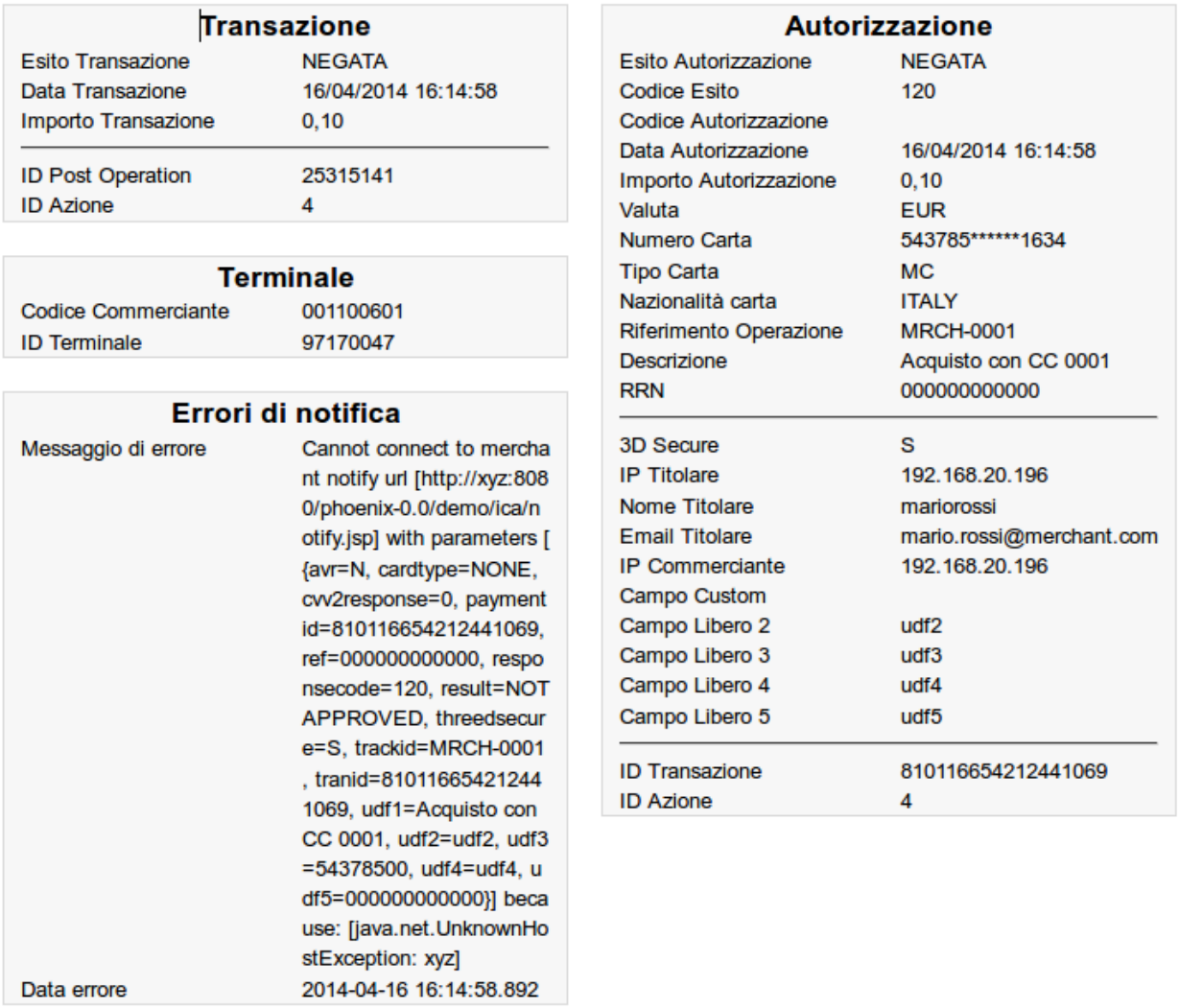
  - PARES ERROR: the transaction of the authorisation request was not completed because of a technical error during 3D Secure authentication attributable to the issuing Bank.
  - TIMEOUT: the transaction of the authorisation request was not completed, in that the authorisation system was not temporarily available

- 3D Secure: security levels of the payment transaction; the field may contain one of the following values:
  - S: (full secure): secure transaction and authenticated holder
  - H: (half secure): secure transaction and cardholder may not be authenticated
  - N: (not secure): not secure transaction

3.2.2. Transaction detail

Starting from the table of results, following a simple or a complex search, clicking directly on the "Transaction reference", you can access the transaction detail page. The information on the left is concomitant with the queried transaction (authorisation, confirmation, reversal, etc.) whereas the information contained in the right block refers to the original authorisation request. Click the button "Back" to return to the initial result table.

In the event of anomalies during notification of the transaction, the "Notification error" pane will be displayed with the error message detected by MonetaWeb.



Transazione

Esito Transazione	NEGATA
Data Transazione	16/04/2014 16:14:58
Importo Transazione	0,10
ID Post Operation	25315141
ID Azione	4

Terminale

Codice Commerciante	001100601
ID Terminale	97170047

Errori di notifica

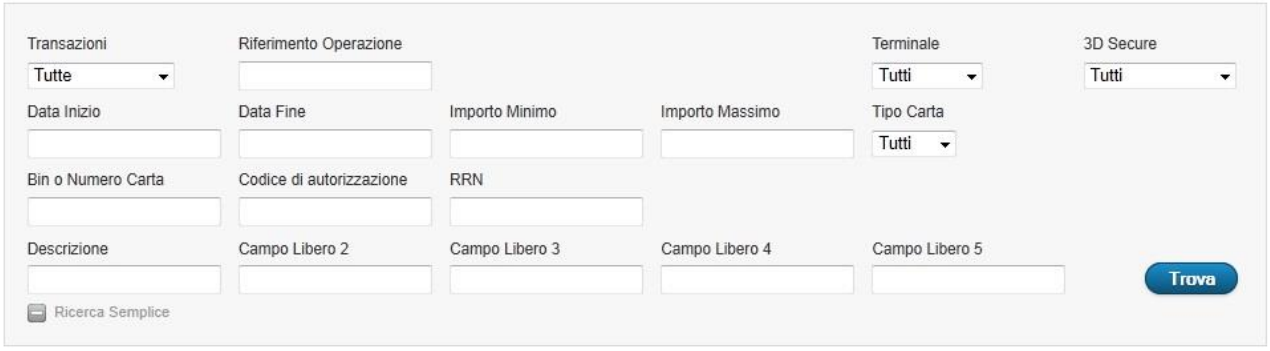
Messaggio di errore	Cannot connect to merchant notify url [http://xyz:8080/phoenix-0.0/demo/ica/notify.jsp] with parameters [{avr=N, cardtype=NONE, cvv2response=0, paymentid=810116654212441069, ref=000000000000, responsecode=120, result=NOT APPROVED, threedsecure=S, trackid=MRCH-0001, tranid=810116654212441069, udf1=Acquisto con CC 0001, udf2=udf2, udf3=54378500, udf4=udf4, udf5=000000000000}] because: [java.net.UnknownHostException: xyz]
Data errore	2014-04-16 16:14:58.892

Autorizzazione

Esito Autorizzazione	NEGATA
Codice Esito	120
Codice Autorizzazione	
Data Autorizzazione	16/04/2014 16:14:58
Importo Autorizzazione	0,10
Valuta	EUR
Numero Carta	543785******1634
Tipo Carta	MC
Nazionalità carta	ITALY
Riferimento Operazione	MRCH-0001
Descrizione	Acquisto con CC 0001
RRN	000000000000
3D Secure	S
IP Titolare	192.168.20.196
Nome Titolare	mariorossi
Email Titolare	mario.rossi@merchant.com
IP Commerciante	192.168.20.196
Campo Custom	
Campo Libero 2	udf2
Campo Libero 3	udf3
Campo Libero 4	udf4
Campo Libero 5	udf5
ID Transazione	810116654212441069
ID Azione	4

3.3. Advanced search criteria

To carry out an advanced search of virtual pos transactions, complete the fields for which you want to apply a filter and press "Find".



3.3.1. Search by bin or card number

This allows you to carry out a search by entering the card BIN (first 6 digits of the card number) or the whole card number.

3.3.2. Search by authorisation code

This allows you to carry out a search by entering the authorisation code that is returned at the end of the transaction, provided the this was authorised.

3.3.3. Search by RRN

This allows you to carry out a search by entering the RRN that is returned at the end of the transaction, provided the this was authorised.

3.3.4. Description

This allows you to carry out a search by entering the full or partial string of the payment description that was sent by the merchant upon submitting the authorisation request.

3.3.5. Custom fields

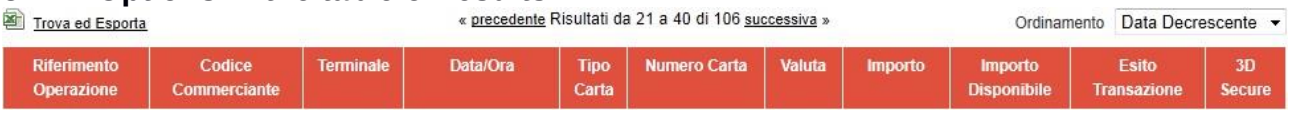
This allows to carry out a search by entering the full or partial string of the additional information that was sent by the merchant upon submitting the authorisation request via custom fields.

3.4. Table of advanced search results

Below is an example of the table of the results for an advanced search; additional fields are queued in the table:

Riferimento Operazione	Terminale	Data/Ora	Tipo Carta	Numero Carta	Valuta	Importo	Importo Disponibile	Esito Transazione	3D Secure	Codice Autorizzazione	RRN
2011IVR4189718	99999985	24/02/2012 18:30:57	VISA	416028******9823	EUR	5,74	0,00	CONFERMATA	N	570554	205578742272
2011IVR4189718	99999985	24/02/2012 18:04:48	VISA	416028******9823	EUR	5,74	0,00	AUTORIZZATA	N	570554	205578742272

3.4.1. Options in the table of results



3.4.2. Data export

The data displayed in the table of results can be exported to Excel format. The worksheet will contain the values attributed to the search filters and the complete list of displayed transactions.

3.4.3. Paging

The data returned after a, simple or advanced, search are paged, with each page containing 20 lines. You can scroll through the pages using the link "next/previous". Each request to move to another page updates the whole of the searched data.

3.4.4. Sorting

The transactions returned by the search are sorted by date: when you select one of the sorting options, results are sorted in ascending or descending order.

4. Conforming the authorisation

Confirmation allows you to request posting of an authorised transaction.

When searching by "To be captured" transactions, you will obtain a list of approved transactions pending confirmation. You can select one or more transactions from the table of results and capture them by pressing the "Capture" button. The amount available for the confirmation is the same as the authorised amount; partial confirmation is also possible, but the unconfirmed amount cannot be retrieved, unless you cancel the confirmation on the same day.

	Riferimento Operazione	Terminale	Data/Ora	Tipo Carta	Numero Carta	Valuta	Importo	Importo Disponibile	Esito Transazione	3D Secure
☑	2011IVR4189718	99999985	24/02/2012 18:04:48	VISA	416028******9823	EUR	0,10	0,10	AUTORIZZATA	N
☑	2011IVR4189718	99999985	24/02/2012 18:04:45	MC	543785******9021	EUR	0,10	0,05	AUTORIZZATA	N
☐	FOLL34461	99999985	24/02/2012 18:04:45	VISA	416028******9823	EUR	0,10	0,10	AUTORIZZATA	N
☐	2011IVR4189718	99999985	24/02/2012 18:04:44	VISA	416028******9823	EUR	0,10	0,10	AUTORIZZATA	N
☐	AtTrackId-jiLpe	99999985	24/02/2012 18:01:47	VISA	416028******9823	EUR	0,10	0,10	AUTORIZZATA	N
☐	p4QGPAnlXZaCC	99999985	24/02/2012 18:01:34	VISA	434994******6902	EUR	0,10	0,10	AUTORIZZATA	N

Conferma

4.1. Confirmation outcome

The outcome of confirmation operations is displayed in a dedicated table. In the event of negative outcome, an error displays and you can repeat the confirmation solving the problem.

Riferimento Operazione	Terminale	Data/Ora	Tipo Carta	Numero Carta	Valuta	Importo	Importo Disponibile	Esito Transazione
2011IVR4189718	99999985	24/02/2012 18:04:44	VISA	416028******9823	EUR	0,10	0,00	CONFERMATA
AtTrackId-jiLpe	99999985	24/02/2012 18:01:47	VISA	416028******9823	EUR	6,00	0,10	Conferma fallita

4.2. Cancelling a confirmation

When carrying out a search by "Confirmed" transactions, you will get a list of the transactions for which confirmation was requested. If confirmation occurred in the current day, it may be cancelled through an appropriate "Cancel Conformation" button and later perform a new conformation with a different amount.

4.2.1. Use case: incorrect confirmation

On the current date a user may confirm an order that the merchant does not want to process:

- cancel the confirmation

After cancellation you may request that the ceiling of the customer's card be reset through the operation of authorisation cancellation.

4.2.2. Use case: incorrect confirmation amount

On the current date the user has confirmed an incorrect amount and wishes to correct it:

- cancel the confirmation
- repeat confirmation with the correct amount

5. Reversing the account entry

The reversal operation allows you to request that a previously posted transaction be credited back to the holder.

When performing a search by "Reversible" transactions, you will obtain a list of captured transactions for which reversal may be requested. You can select one or more transactions from the table of results and reverse them by pressing the "Reverse" button. The amount available for reversal is the same as the captured amount; you can also reverse confirmation partially and repeat the operation until the sum of the reversed amount will be the same as the amount of the initial confirmation.

	Riferimento Operazione	Terminale	Data/Ora	Tipo Carta	Numero Carta	Valuta	Importo	Importo Stornabile	Esito Transazione	3D Secure
☑	2011IVR4189718	99999985	25/02/2012 14:22:06	VISA	416028******9823	EUR	0,10	0,10	CONFERMATA	N
☑	FOLL34461	99999985	25/02/2012 14:21:02	VISA	416028******9823	EUR	0,10	0,50	CONFERMATA	N
☐	2011IVR4189718	99999985	25/02/2012 14:18:48	VISA	416028******9823	EUR	0,10	0,10	CONFERMATA	N
☐	p4QGPAnlXZaCC	99999985	24/02/2012 18:34:30	VISA	434994******6902	EUR	0,10	0,10	CONFERMATA	N
☐	2011IVR4189718	99999985	24/02/2012 18:30:57	VISA	416028******9823	EUR	0,10	0,10	CONFERMATA	N

Storna

5.1. Reversal outcome

The outcome of reversal operations is displayed in a dedicated table. In the event of negative outcome, an error displays and you can repeat the reversal solving the problem. In the event of partial reversals, the "Reversible amount" field will show the amount that is still available for any later reversals.

Riferimento Operazione	Terminale	Data/Ora	Tipo Carta	Numero Carta	Valuta	Importo	Importo Stornabile	Esito Transazione
2011IVR4189718	99999985	24/02/2012 18:04:47	VISA	416028******9823	EUR	2,74	3,00	STORNATA
AtTrackId-jnVMk	99999985	24/02/2012 18:01:51	VISA	416028******9823	EUR	5,74	0,00	STORNATA
AtInvalidTrackId-a	99999985	24/02/2012 18:01:50	VISA	416028******9823	EUR	10,00	5,74	Storno fallito

5.2. Reversal cancellation

When performing a search by "Reversed" transactions, you will obtain a list of transactions for which reversal was requested. If the reversal was performed on the current day you can cancel it via the appropriate "Cancel Reversal" button and the capture amount must be available again.

Trova ed Esporta | Esportazione Completa | 1 Risultati | Ordinamento: Data Decrescente

Riferimento Operazione	Codice Commerciante	Terminale	Data/Ora	Tipo Carta	Numero Carta	Valuta	Importo	Importo Disponibile	Esito Transazione	3D Secure
2011IVR4189718Anti	000279810	97012174	07/01/2013 12:00:39	VISA	434994******5019	EUR	0,10	0,00	STORNATA	N

Annulla Storno

5.2.1. Use case: transaction reversed incorrectly

On the current date the user has reversed the transaction incorrectly:

- cancel the reversal

5.2.2. Use case: reversal performed for an incorrect amount

On the current date a user has reversed a transaction for an incorrect amount:

- cancel the reversal
- repeat the reversal for the correct amount

6. Cancelling the authorisation

In the detail of the transactions in "APPROVED" status you can see the "Cancel authorisation" button.

If you click it ,the authorisation will immediately be cancelled and the credit card ceiling reset. Take special care with this function as it is irreversible. After cancelling the authorisation, in no way can the transaction amount be made available again for subsequent confirmations. for the amount to be available again for conformation, make sure the cardholder repeats the purchase. Use this function at cardholder's request.

6.1. Use case: unprocessed order, payment made with prepaid card

The holder made a purchase paying with prepaid card, but the order cannot be processed. The merchant may cancel the authorisation to enable the holder to use the prepaid card again.

6.2. Use case: unprocessed order, high amount

The holder made a purchase for a high amount, but the order cannot be processed. The merchant may cancel the authorisation to reset the card ceiling.

7. MyBank search page

Searches may be performed on a simple form on a 12-month MyBank transaction history. The search page may also be accessed via the "MyBank" menu.

7.1. Search criteria

To carry out a search of MyBank transactions performed on the virtual pos, complete the fields for which you want to apply a filter and press "Find".

7.1.1. Search by MyBank transaction status

Choose one of the options proposed in the drop-down menu "Transactions" (in brackets the corresponding value of the column ‘transaction result’):

- Authorised (AUTHORISED): it displays all credit transfers authorised by the payer's Bank
- Error (ERROR): it only displays credit transfers that were not completed because they were denied by the payer's Bank
- Aborted (CANCELLED / AUTHORISINGPARTYABORTED): it only displays the credit transfers aborted by the payer
- Timeout (TIMEOUT): it only displays uncompleted credit transfers caused for exceeding the timeout period available
- Pending (PENDING): it only displays the credit transfers pending outcome

7.1.2. Search by transaction reference

This allows you to display the credit transfer whose reference is the string entered in the search field.

7.1.3. Search by MyBank Transaction ID

This allows you to display the credit transfer whose MyBank Transaction ID is the string entered in the search field.

7.1.4. Search by Payer's Bank

This allows you to display the list of credit transfers whose Payer's Bank is the bank selected among available banks.

7.1.5. Search by terminal

This allows you to display the list of credit transfers performed by the selected terminal (in the event of multiple terminals, by merchant code)

7.1.6. Search by date

This allows you to display the list of credit transfers contained in the time range between "Start date" and "End date".

7.1.7. Search by amount

This allows you to display the list of credit transfers whose amount lies between "Minimum amount" and "Maximum amount".

7.2. Table of results

Below is an example of the table of results:

7.2.1. Fields in the table of results

The following is a brief description of the fields contained in the table of the results for simple search:

- Reference transaction: it is the identifier of the credit transfer that was created by the merchant
- Merchant code: Merchant identifier
- Terminal: terminal identifier from which the MyBank payment originated
- Date/Time: date/time of the MyBank payment
- Payer's Bank: identifier of the bank that managed the MyBank payment
- Amount: amount of the MyBank payment
- Transaction outcome: the field may contain one of the following values:
- Authorised: credit transfer authorised by the payer's bank
- Error: credit transfer not authorised by the payer's bank
- AuthorisingPartyAborted: credit transfer aborted by the payer
- Timeout: payment not completed in a timely manner
- Pending: payment pending outcome

7.3. Options in the table of results

7.3.1. Data export

The data displayed in the table of results can be exported to Excel format. The worksheet will contain the values attributed to the search filters and the complete list of displayed transactions.

7.3.2. Paging

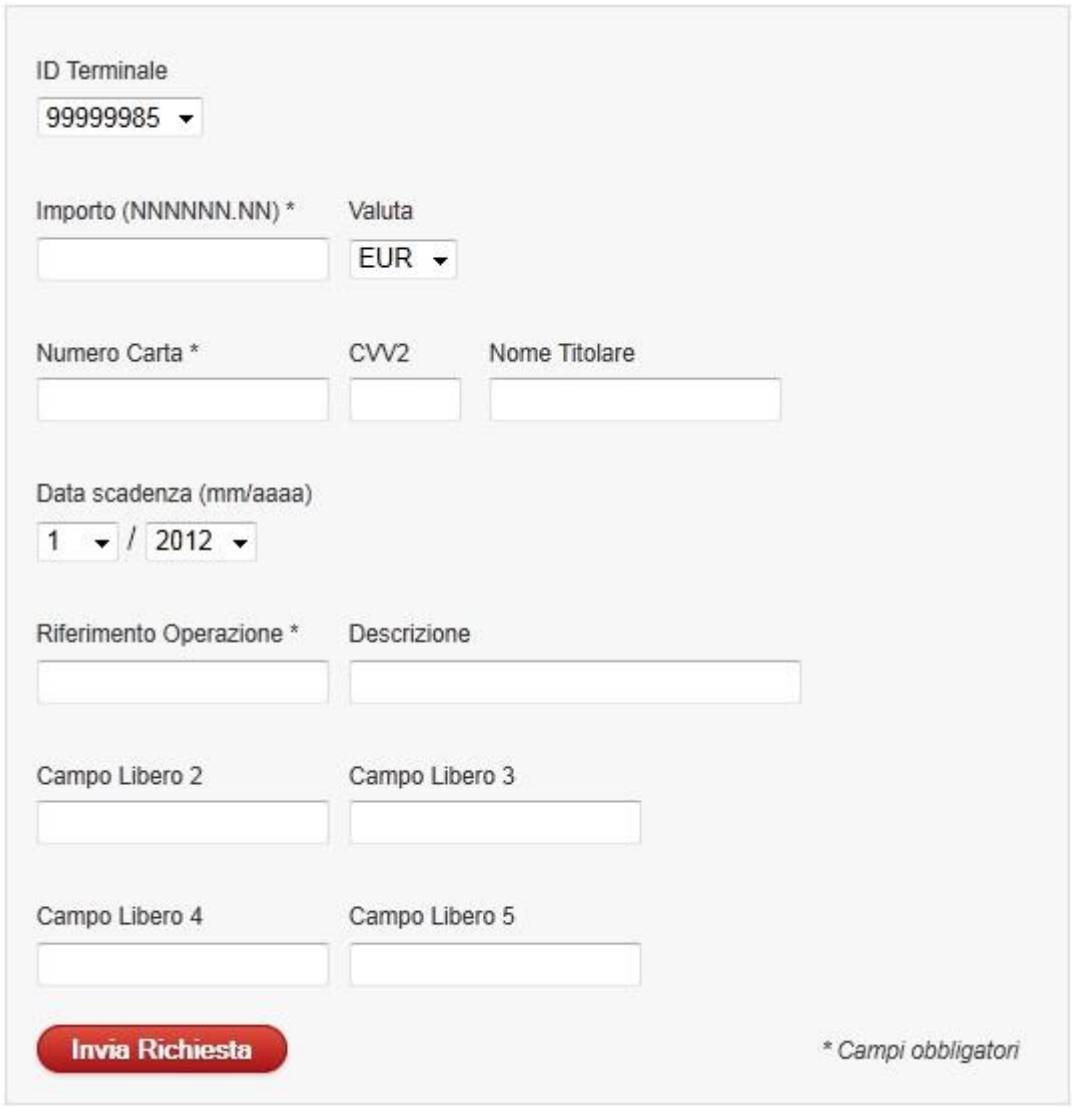
The data returned after a, simple or advanced, search are paged, with each page containing 20 lines. You can scroll through the pages using the link "next/previous". Each request to move to another page updates the whole of the searched data.

7.3.3. Sorting

The transactions returned by the search are sorted by date: when you select one of the sorting options, results are sorted in ascending or descending order.

8. Entering transactions (Call Centre)

The transaction entry form allows you to make an authorisation request and obtain in real time the outcome from Setefi's Authorisation System. The mandatory entry field are marked with an asterisk. After completing the form, press the "Submit Request" button.



8.1. Entry fields

Below is the list of the fields available in the transaction entry form:

- Terminal ID: identifier of the terminal with which the authorisation request is made
- Amount: amount of the authorisation request; separate decimal numbers with the full stop or the comma; mandatory field
- Currency: reference currency for the authorisation request
- Card Number: number of the credit card to be used for the authorisation request; mandatory field
- CVV2: security code linked to the card used for the authorisation request;
- Holder's Name; credit card holder's name; mandatory field
- Expiry Date: credit card expiry date
- Transaction reference: transaction identifier (max. 18 characters) ; mandatory field
- Description: free-text description of the transaction
- Custom Field 2: custom field for entering additional data
- Custom Field 3: custom field for entering additional data
- Custom Field 4: custom field for entering additional data
- Custom Field 5: custom field for entering additional data

8.2. Outcome of transaction entry

After submitting an authorisation request, the portal will display the outcome of the request in addition to all transaction details.

8.2.1. Approved authorisation

Transazione inserita con successo

Transazione	
Esito Transazione	AUTORIZZATA
Data Transazione	15/03/2012 10:38:22
Importo Transazione	1,00
ID Post Operation	1681076381020750
ID Azione	4

Terminale	
Codice Commerciante	001111111
ID Terminale	99999985

Autorizzazione	
Esito Autorizzazione	AUTORIZZATA
Codice Esito	000
Codice Autorizzazione	271803
Data Autorizzazione	15/03/2012 10:38:22
Importo Autorizzazione	1,00
Valuta	EUR
Numero Carta	434994******6902
Tipo Carta	VISA
Riferimento Operazione	ORDINE000123
Descrizione	Acquisto Internet
RRN	207504429584
3D Secure	N
IP Titolare	
Nome Titolare	mariorossi
IP Commerciante	192.168.99.190
Campo Libero 2	CODCLI.1234
Campo Libero 3	
Campo Libero 4	
Campo Libero 5	
ID Transazione	1681076381020750
ID Azione	4

8.2.2. Non approved transaction

Transazione non autorizzata

Transazione	
Esito Transazione	NEGATA
Data Transazione	15/03/2012 10:06:49
Importo Transazione	1,00
ID Post Operation	1168960061020750
ID Azione	4

Terminale	
Codice Commerciante	001111111
ID Terminale	99999985

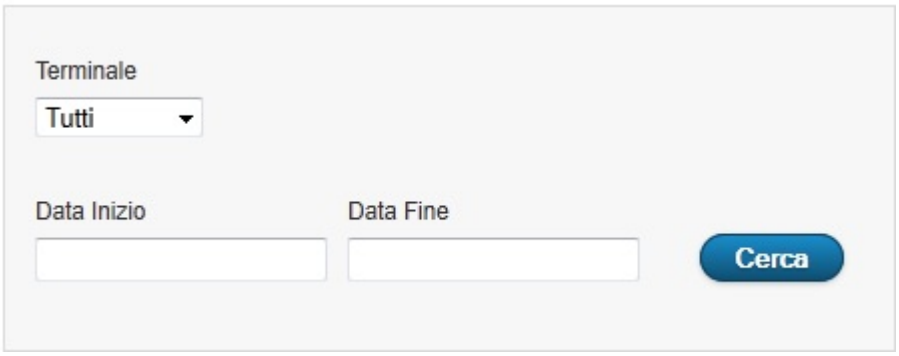
Autorizzazione	
Esito Autorizzazione	NEGATA
Codice Esito	111
Codice Autorizzazione	
Data Autorizzazione	15/03/2012 10:06:49
Importo Autorizzazione	1,00
Valuta	EUR
Numero Carta	490824******7587
Tipo Carta	VISA
Riferimento Operazione	ORDINE000123
Descrizione	Acquisto Internet
RRN	207515854763
3D Secure	N
IP Titolare	
Nome Titolare	mariorossi
IP Commerciante	192.168.99.190
Campo Libero 2	CODCLI.1234
Campo Libero 3	
Campo Libero 4	
Campo Libero 5	
ID Transazione	1168960061020750
ID Azione	4

9. Transaction reports

The reporting function, which may be accessed via the "REPORT" menu, provides to the merchant the aggregate data on the transaction history.

9.1. Report calculation form

Set the terminal, the start and end dates of the period to be considered and press "Calculate".



9.2. Transaction reports

The table of reports shows the totalisers by number of transactions and sums up the amounts, grouping transactions by outcome.

Esito Transazione	Numero transazioni	Importo	Valuta
CONFERMATA	7744	1074502,76	EUR
AUTORIZZATA	164131	19512508,63	EUR
STORNATA	18	511,64	EUR
TIMEOUT	15	1741,05	EUR
NEGATA	43086	5307490,56	EUR
NON AUTENTICATA	1975	330287,99	EUR
ERRORE PARES	27	5000,84	EUR

10. Password management

To access the Back Office portal of MonetaWeb, in addition to the merchant code and username, you must set your own password, in order to obtain a unique identification by the system.

The password expires automatically after 90 days since the last change. On first access after the expiry of 90 days, after the log in, will be offered the changing password page, described below.

After 90 days of inactivity the user is disabled and can only be reactivated by contacting Commercio.Elettronico@setefi.it.

10.1. Choosing the password

To ensure a higher level of security, the password must have the following characteristics:

- Length of at least 8 characters
- It must be alphanumeric
- It must contain at least one uppercase and at least one lower case
- It must differ by the last 4 previously used password

Further expedient to prevent violations of your password:

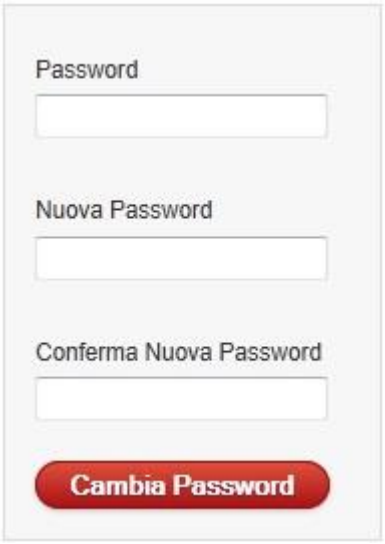
- Avoid using dictionary words as password
- Do not choose passwords related to your personal information
- Do not write down or save passwords in unsafe places
- It is advisable to memorize it

If at any time you suspect that your password has been compromised, you should follow the procedure for changing passwords.

10.2. Changing the password

The menu item "CHANGE PASSWORD" allows you to reset your password.

Enter the data required a d press the "Change password" button.



10.3. Forgotten password?

If you have forgotten your password, you may use the link "Forgotten password?" on the login page. Enter your merchant code and user code. You will receive a-email to perform the password change.

11. ISO Response Codes

000	approved
100	do not honour
101	expired card
102	suspected fraud
104	restricted card
106	allowable PIN tries exceeded
109	invalid merchant
110	invalid amount
111	invalid card number
115	requested function not supported
116	not sufficient funds
117	incorret PIN
118	no card record
119	transaction not permitted to cardholder
120	transaction not permitted to terminal
121	exceeds withdrawal amount limit
122	security violation
123	exceeds withdrawal frequoncy limit
124	Operazione non Permessa
125	card not effective
126	invalid PIN block

129	suspected counterfeit card
182	Wallet error
200	do not honour
202	suspected fraud
204	restricted card
208	lost card
209	stolen card
210	suspested counterfeit card
888	Pending (Alipay)
902	invalid transaction
903	re-enter transaction
904	format error
906	cutover in process
907	card issuer or switch inoperative
908	transaction destination cannot be found for routing
909	system malfunction
911	card issuer timed out
913	duplicate transmission
999	agreement error during creation due to merchant's parameters

It is advisable not to detail the to the cardholder, in that providing the reason for a denial means providing ill-intentioned persons with an instrument to commit fraud. We suggest distinguishing between positive and negative outcome alone and, possibly, advising the cardholder to repeat the transaction carefully checking entered details or contacting his/her bank immediately.
The complete list of ISO error codes is available upon request.

12. MonetaWeb error codes

10000	GET method is invalid.
GV00004	PARes Status not Successful.
GV00005	Missing Pares Data.
GV00006	Incorrect Pares Data.
GV00007	Incorrect Data. Verify enrollment data and pay data mismatch.
GV00008	Pares status N cannot be authorized.
GV00013	Invalid Payment ID.
GV00015	Expired Payment ID.
GW00008	Invalid Data Request.
GW00150	Missing required data.
GW00158	Card Number Not Numeric.
GW00159	Card Number Missing.
GW00160	Invalid Brand.
GW00161	Invalid Card/Member Name data.
GW00162	Currency not supported by brand.
GW00163	Invalid Address data.
GW00164	Invalid Email.
GW00165	Invalid Track ID data.
GW00166	Invalid Card Number data.
GW00167	Transaction Id Not Numeric.
GW00174	Failed Void Greater Than Original Amount check.

GW00175	Invalid Result Code.
GW00176	Failed Previous Captures check.
GW00177	Failed Previous Uncaptures check.
GW00178	Cannot void transaction in the same day.
GW00179	Failed Previous Voids check.
GW00180	Failed Previous Credits check.
GW00181	Operation Failed.
GW00187	Invalid Electronic Commerce Indicator.
GW00201	Transaction not found.
GW00203	Invalid access: Must use POST method.
GW00206	More than one result found.
GW00264	Terminal not enabled for Recurrent Payment.
GW00265	Missing Recurrent Payment Data.
GW00266	Invalid Recurrent Payment Data.
GW00267	Invalid Wallet Merchant Payment Data.
GW00268	Invalid Request: walletId and card cannot be present together.
GW00305	Invalid Currency Code.
GW00401	Missing Required Data.
GW00453	Legacy Terminal not allowed.
GW00454	Terminal password required.
GW00455	Terminal disabled.
GW00456	Invalid Terminal ID.

GW00459	Action invalid.
GW00460	Terminal ID required.
GW00488	Error with internal transaction origin.
GW00856	Invalid Card Verification Code.
GW00858	Missing required data - CVV.
GW00859	Missing required data - Expiry Year.
GW00860	Missing required data - Expiry Month.
GW00874	Invalid Expiration Date.
GW00999	Invalid Payment Request.
PP10001	PayPal Generic Error.
PY20000	Missing Required Data.
PY20001	Invalid Operation Type.
PY20002	Invalid Amount.
PY20003	Missing Operation Type.
PY20008	Invalid Currency Code.
PY20010	Invalid Merchant URL.
PY20084	Invalid Payment ID Error.